

Microsoft Office Installation and Activation FAQ

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This document is intended to help OEMs and Resellers install and activate Microsoft Office 2016.

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What is a Microsoft account (MSA)?

A Microsoft account is the combination of an email address and a password that an end user uses to sign in to services like Outlook.com (formerly Hotmail), Skype, OneDrive, Windows Phone, or Xbox LIVE. This was formerly referred to as a Windows Live ID.

If the end user uses an email address and password to sign in to these or other services, they already have a Microsoft account. However, he or she can also sign up for a new account at any time.

If the end user creates a new account, it is important to let the person know that he or she can use any email address (such as Gmail, Hotmail, Yahoo, etc.) for their email ID. A new email address does not need to be created for a Microsoft account.

More information here: www.microsoft.com/account/default.aspx

When is a Microsoft account required to install Office & why?

With the release of Office 2016, a Microsoft account is now required in order to activate licenses for Office Home & Student 2016, Office Home & Business 2016, and Office Professional 2016 purchased through the OEM channel. Additionally, a Microsoft account is required for Office 365 Home and Office 365 Personal subscriptions.

This brings the OEM installation experience into alignment with the retail channel where MSA was a requirement since the release of Office 2013 FPP, ESD, POSA. This is an important step in modernizing and securing our product distribution channels.

A Microsoft account associates Office licenses to the user's My Account page, which affords end users different capabilities based on the product edition and license type:

| Capability | Office 365 Subscriptions | FPP/ESD/POSA Office 2016 Suites | OEM Office 2016 Suites |
|---|--------------------------|---------------------------------|------------------------|
| Download, install and activate Office | X | X | X |
| Change or add different language for installation | X | X | X |
| Re-install Office on the same device | X | X | X |
| Download backup media/offline installer | X | X | X |
| De-activate installed Office and re-install on another device | X | X | |
| Access Office 365 benefits like Skype and OneDrive | X | | |
| Manage the Office MyAccount including renewals and billing | X | | |

Figure 1.0



What is the maximum number of Office 2016 licenses I can activate using the same Microsoft account?

End users can activate up to up to 25 Office 2016 licenses on 1 Microsoft account. Office Home & Business 2016 & Office Professional 2016 are designed for small businesses. For businesses with more than five users, [Volume Licensing](#) is often a better option as it provides the most cost-effective, flexible, and manageable way to acquire Microsoft software and cloud services.

For Office 365 subscriptions, each account can only have one active subscription at a time. If end users try to add another subscription, they will be asked to choose between Office 365 Home and Personal and the time from the new subscription will be added to the original time.

End users with activation issues can contact Microsoft customer [support](#) for additional help.

Can I use a generic Microsoft account that I created to install Office for my end users?

It is not recommended to use a generic Microsoft account to install Office on the end user's behalf.

End users need to enter their existing MSA and password or create a new one to associate with their Office product, and to accept the MSA and/or Office EULA (End User License Terms). Having a Microsoft account enables benefits that would otherwise not be supported, see figure 1.0 above for a summary.

When activating an install by signing in with the Microsoft account associated with Office, the end user will have access to other services such as OneDrive for saving their documents. Setting up a generic account on the end user's behalf is not permitted and could lead to:

- Inability to reinstall Office
- Loss of benefits outlined in figure 1.0
- Risk of shared access to cloud data and privacy breaches

What is the maximum number of Microsoft accounts I can create?

Microsoft prevents a single IP address from creating more than 3 MSAs per day.

However, for partners and resellers who have multiple end users creating Microsoft Accounts at their location, the following site can be used to whitelist their IP address:

https://support.microsoft.com/getsupport?oaspworkflow=start_1.0.0.0&wfname=capsub&productkey=wlidipexc&ccsid=635738809924979487&wa=wsignin1.0

How do I know if the end user is signed into a Microsoft account?

Look at the top right corner of any Office program. When a end user is signed in, his or her account name will appear. If it's not there, click **Sign in** and have the end user enter his or her Microsoft account



email and password. Once signed in, the end user can update his or her profile, or switch accounts any time.

Is Internet access required for installation and activation of Office?

| | Office 365 Subscriptions | FPP/ESD/POSA Office 2016 Suites | OEM Office 2016 Suites |
|--------------|---|--|--|
| Installation | Internet and Microsoft Account required | Internet and Microsoft Account required, except for Office Home & Business FPP product in emerging markets | Internet and Microsoft Account required. |
| Activation | Internet and Microsoft Account required | Internet and Microsoft Account required, except for Office Home & Business FPP product in emerging markets | Internet and Microsoft Account required. |

Figure 1.1

Office 365 Subscriptions

Installation & Activation

Internet access is required for both the installation and activation of Office 365 Personal and Office 365 Home.

After the end user purchases their new Office subscription, they must:

- Click on an Office tile or visit Office.com/setup
- enter their product key
- login with their Microsoft account (If they do not already have a Microsoft account, they may create one)

End users can later login to their Microsoft account at Office.com/myaccount to manage their subscription, re-install their software, or install it on another computer or device.

For Office 365 Personal and Office 365 Home, internet connectivity is required once per month for uninterrupted service.

Office 2016 Suites

Installation

In most markets, internet access is required to install Office Home & Student 2016, Office Home & Business 2016, and Office Professional 2016, with the exception being Office Home & Business 2016 FPP in Emerging Markets, which includes DVD media. When a end user buys Office with no DVD media in the packaging, the end user must either visit Office.com/setup, create a Microsoft account, and then download the software or redeem their activation key using the pre-loaded Office tile.

Activation

Internet access and a Microsoft Account is required to activate Office 2016 suites, except for Office Home & Business 2016 FPP in emerging markets.



For the first installation, or a reinstallation on the same PC, Office automatically activates if the end user is connected to the Internet (the Activation Wizard is not shown during installation). If the end user is not connected to the Internet during installation, the Activation Wizard will be shown and provide options to either activate online or by telephone.

If significant hardware changes have occurred on the PC, or if Office is reinstalled or installed on a different PC, the Activation Wizard will appear after the installation and whenever an Office program is started. Use the telephone option in the Activation Wizard to contact the activation center.

IMPORTANT: Office 2016 full-packaged product (FPP) can only be installed on one PC at a time. Telephone activation can only help activate Office if Office is being transferring from one PC to another. **Office OEM licenses are not transferable.**

How do I install the new Office on a Windows 10 PC with the single Office tile pre-loaded?

Windows 10 PCs will have a Office tile on the Windows 10 Start screen. Using this installer will be the most bandwidth-efficient and time-efficient method to install Office on these devices.

The installer can be started by clicking on the Office tile and following the instructions. If a user attempts to *Activate* an Office 2016 product key on a device with the Office tile, the user will be directed to a website to download the latest software which will be streamed from the Office MyAccount.

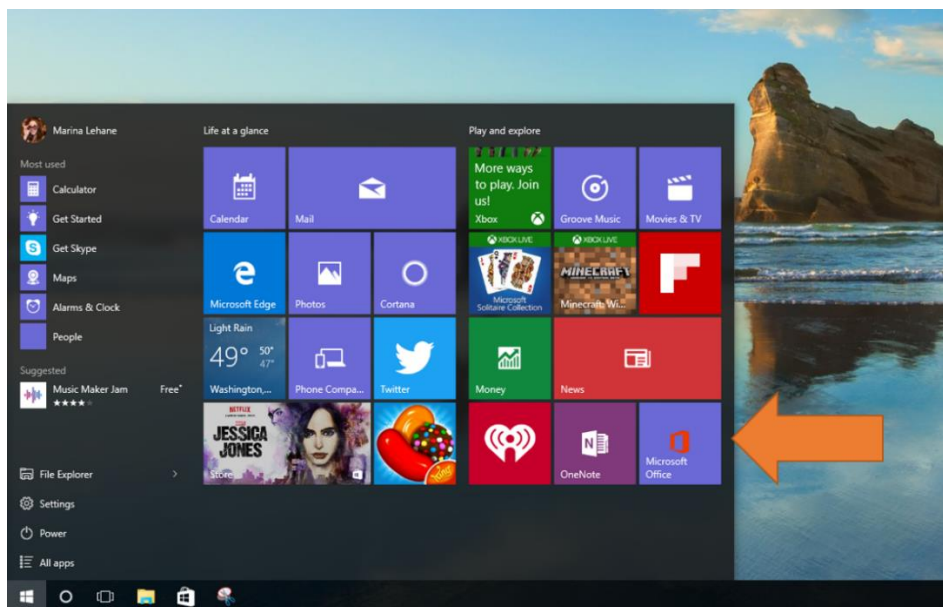


Figure 1.2



Once the end user clicks on the Microsoft Office tile they will see the three choices (Try, Buy, Activate). Clicking on Activate will allow end users to enter a Product Key and proceed with installation.

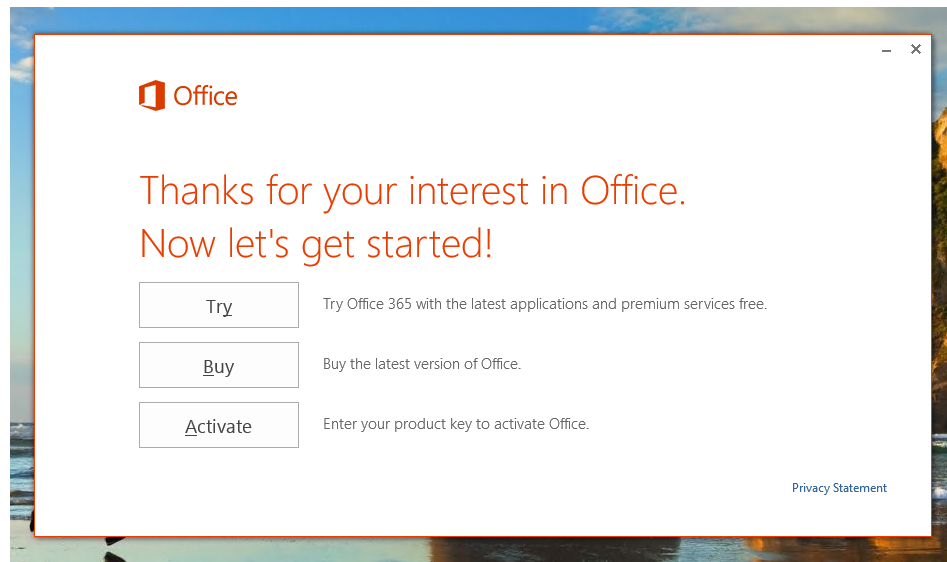


Figure 1.3

How do I setup Office on a Windows 10 PC with Word, PowerPoint and Excel tiles pinned to the Windows Start Screen?

If the Word, PowerPoint and Excel tiles are pinned to the Start Screen on devices with screen > 10.1", end users can click on the apps to start the process. See figure 1.4 below.

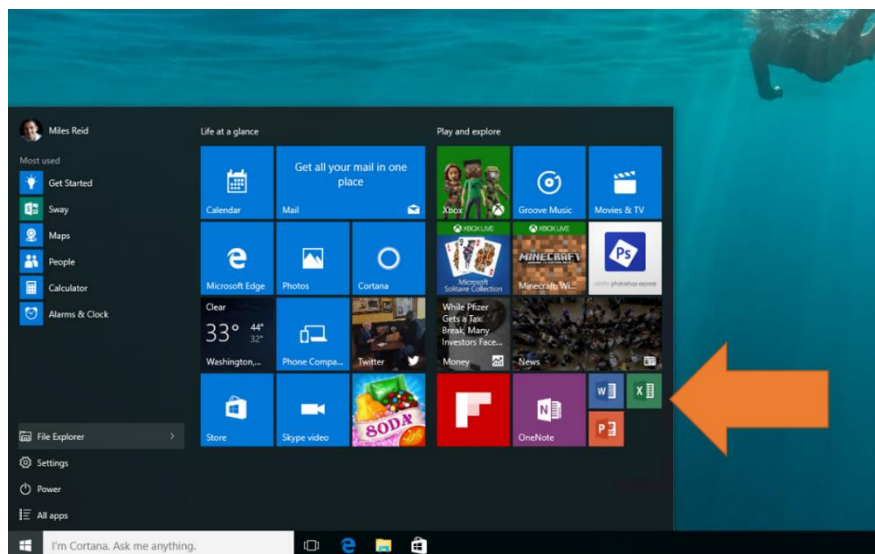




Figure 1.4

Once the end user clicks on an app, say Word, they will see the three choices (Try, Buy, Activate). Clicking on Activate will allow end users to enter a Product Key and get started.

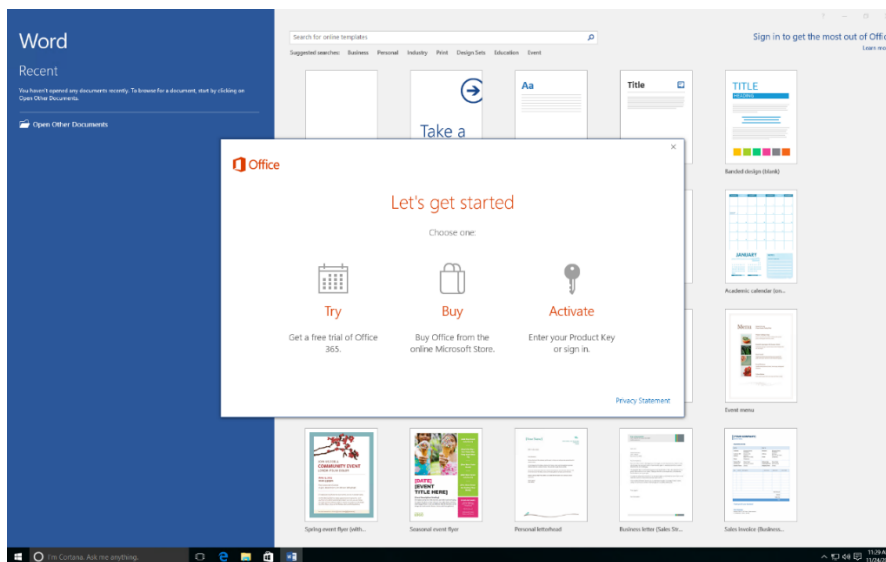


Figure 1.5

There is no need for the end user to install but they will need to follow instructions on screen and provide a Microsoft account to get started with Office in each case.

How long does it take to install and activate Office?

Office installs more quickly than ever with *Click-to-Run*, a streaming technology that lets you begin to use Office applications before installation is complete. All versions of the new Office use Click-to-Run. The actual download speed depends on the speed of your internet connection.

On high bandwidth connections the installer allows end users to launch apps as they are streaming and installing in the background. However, on low bandwidth connections, end users need to download the entire Office suite before proceeding with installation. This will be clear based on instructions from the installer.

Is there a multiple license deployment tool for FPP similar to Volume Licensing?

No, there is no multiple license deployment tool like there is for Office Volume Licenses. For a small business company who may be purchasing multiple licenses of Office 2016 full-packaged product (FPP) or an OEM License, to be installed on multiple PCs, the partner must install and activate each license on each PC.



The Office offline installer can be downloaded from <http://office.com/MyAccount> post redeeming the first license. To locate the link in figure 1.6, navigate to:

My Account > “Language and install options” > “Additional install options” > “Download offline installer”

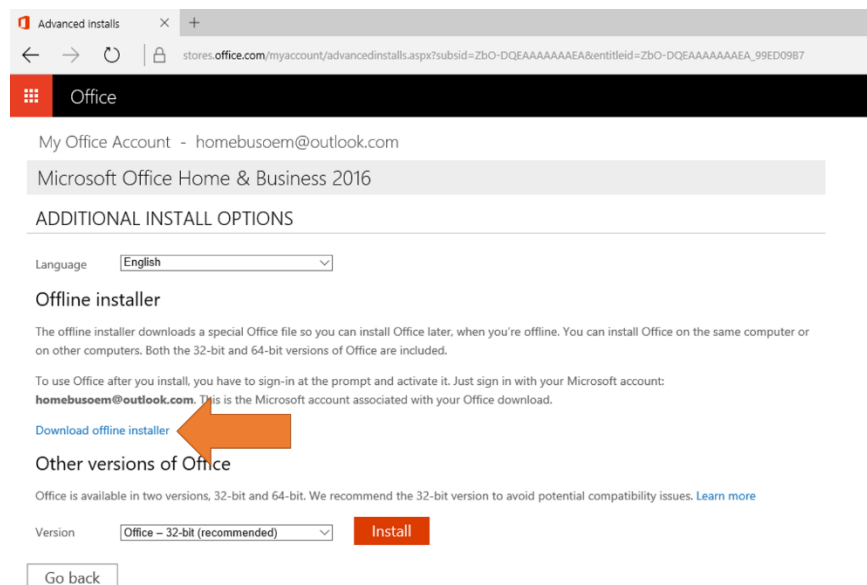


Figure 1.6

This offline installer can be used to install on multiple machines, a Microsoft account will be required to activate the installs.

How do I install and activate Office Home & Business 2016 on behalf of the end user?

Step 1: Download and install Office at Office.com/setup using the end user's Microsoft account or alternatively use Office tile pinned to Start Screen (Figure 1.2).

Step 2: Activate Office using the same Microsoft account

IMPORTANT: The Microsoft account must be uniquely owned and accessible by the end user. It will be the end user's key to re-install Office in the future and access Office online services. End end users cannot use Office until they have activated Office with a Microsoft account on Office.com/setup, and signed in. It is critical to guide end end users through the process to ensure activation.

Step 1: Redeem the Office License



To begin the redemption, visit [Office.com/setup](https://office.com/setup). In the fields provided, enter the 25-character Office product key and click **Get Started**. Alternatively, follow the steps in the Office tile (figure 1.2) for activation.

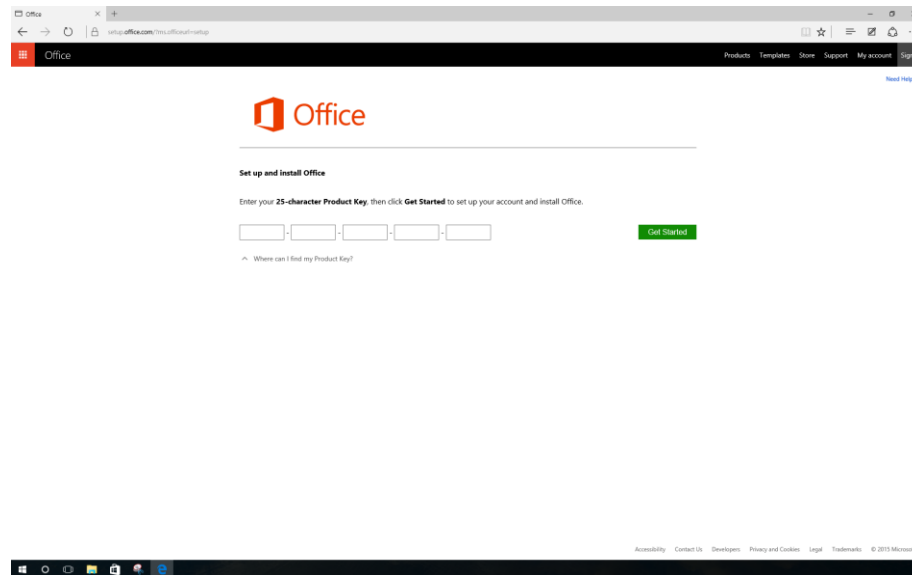


Figure 1.7

After entering the product key, the end user will be asked to create a new Microsoft account, or log in with an existing Microsoft account.

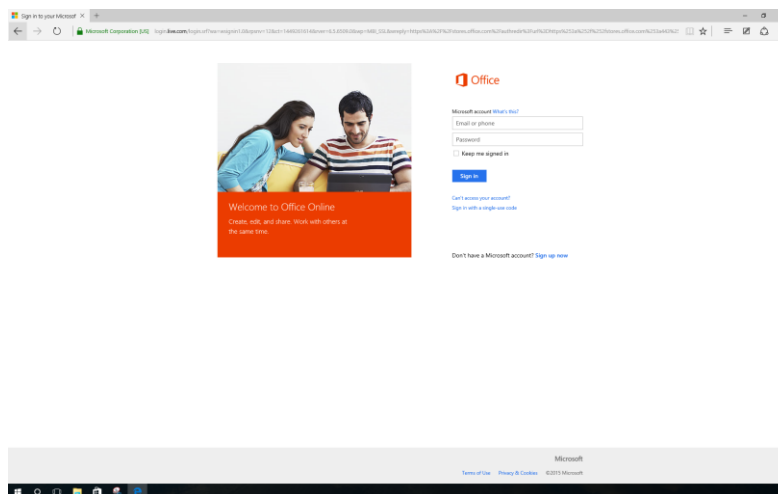


Figure 1.8

After logging in, select the country/region and language. Make sure that the language is the same language used to install Office on the PC.



Figure 2.0

IMPORTANT: The license has now been redeemed on that Microsoft Account. You can repeat these steps to redeem multiple licenses.



Step 2: Activate Office on the PC

On completion of the license activation in Step 1 above, the Office applications now need to be installed on the machine.

In My Account, on the homepage, you will see the “Install” button.

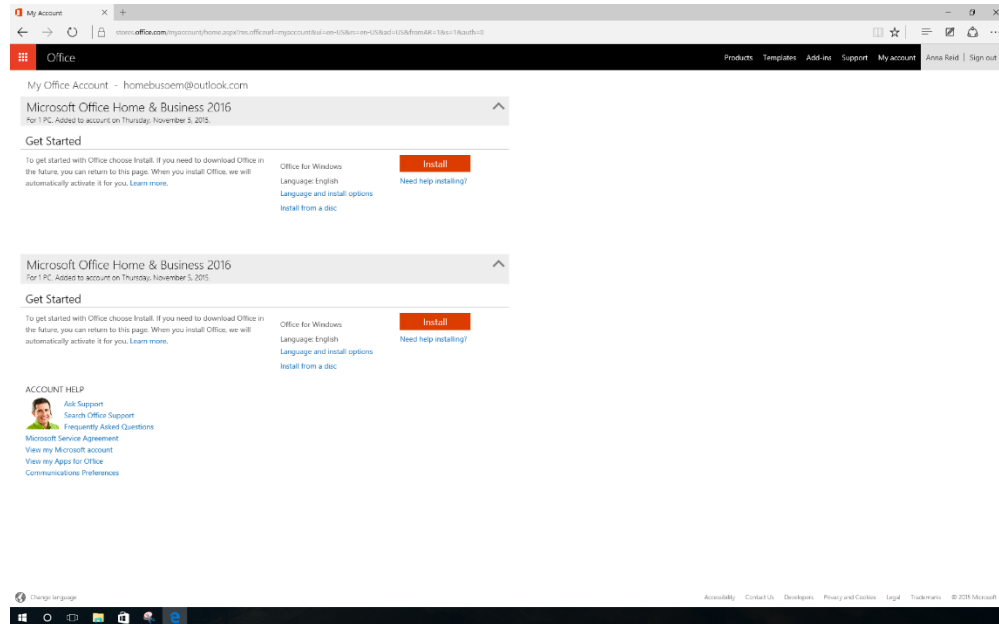


Figure 2.1

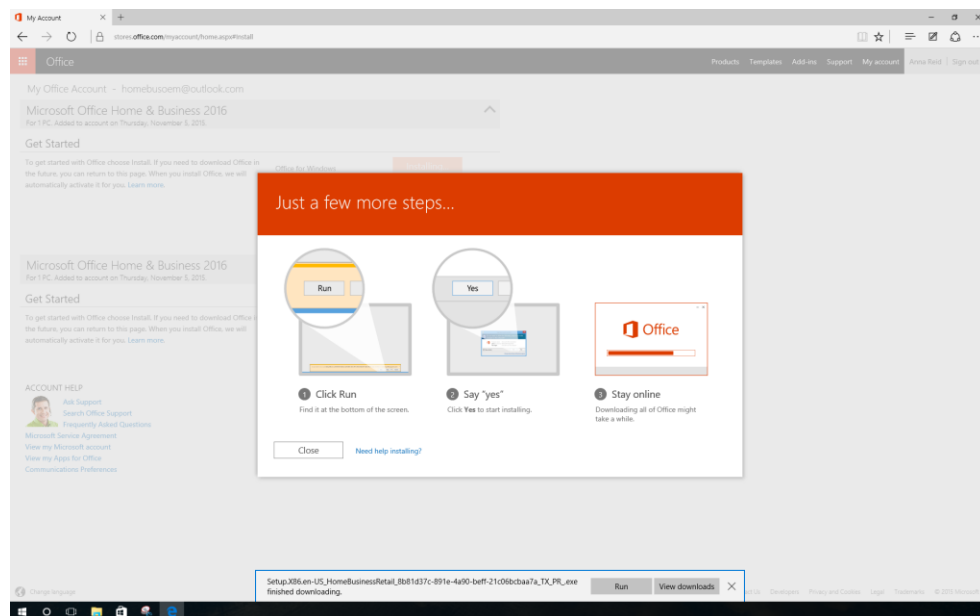


Figure 2.2



Follow the on-screen instructions to complete the installation. The applications will be visible in **Start > All apps** in alphabetical categories on install completion. They are now fully activated, a Microsoft account sign in is encouraged for connection to cloud services but not required.

IMPORTANT: Installation on multiple machines can be done through the offline installer with MSA activation, see figure 1.6 for the offline installer.

If multiple offline installations are requested, a Microsoft account activation experience will be required.

Microsoft Account Office Activation Experience

Launch one of the installed Office applications, when prompted, the end user should enter his or her Microsoft account used in the previous steps. Click **Next**.

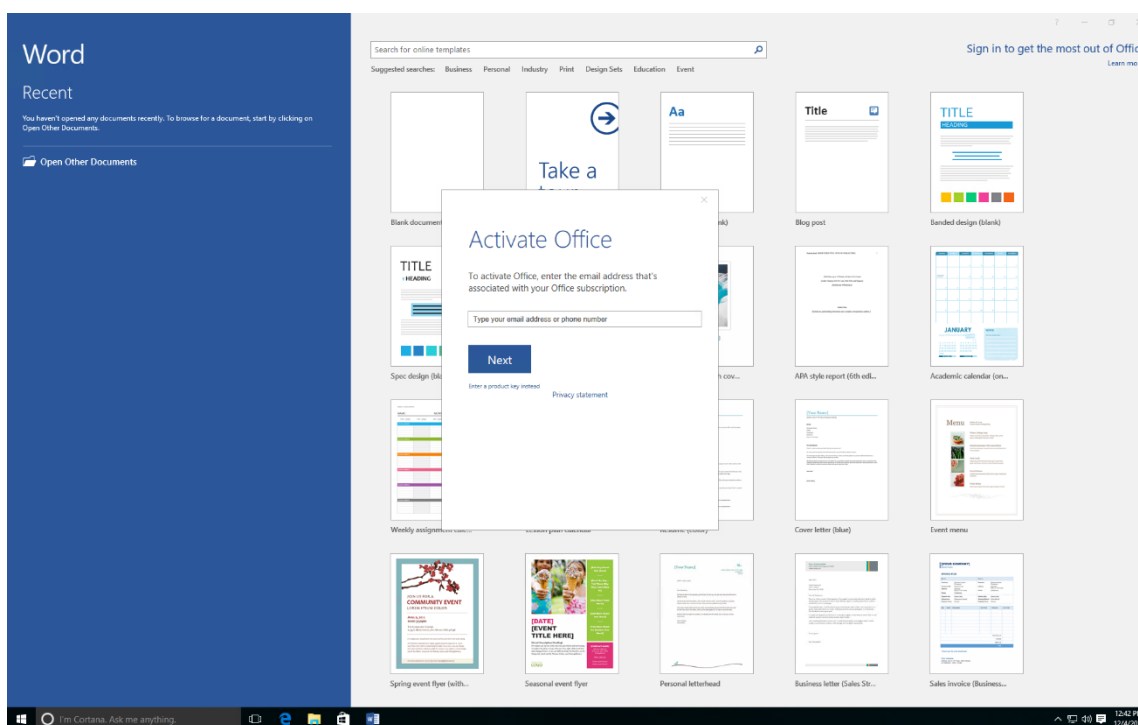


Figure 2.3



The end user enters their Microsoft account password.

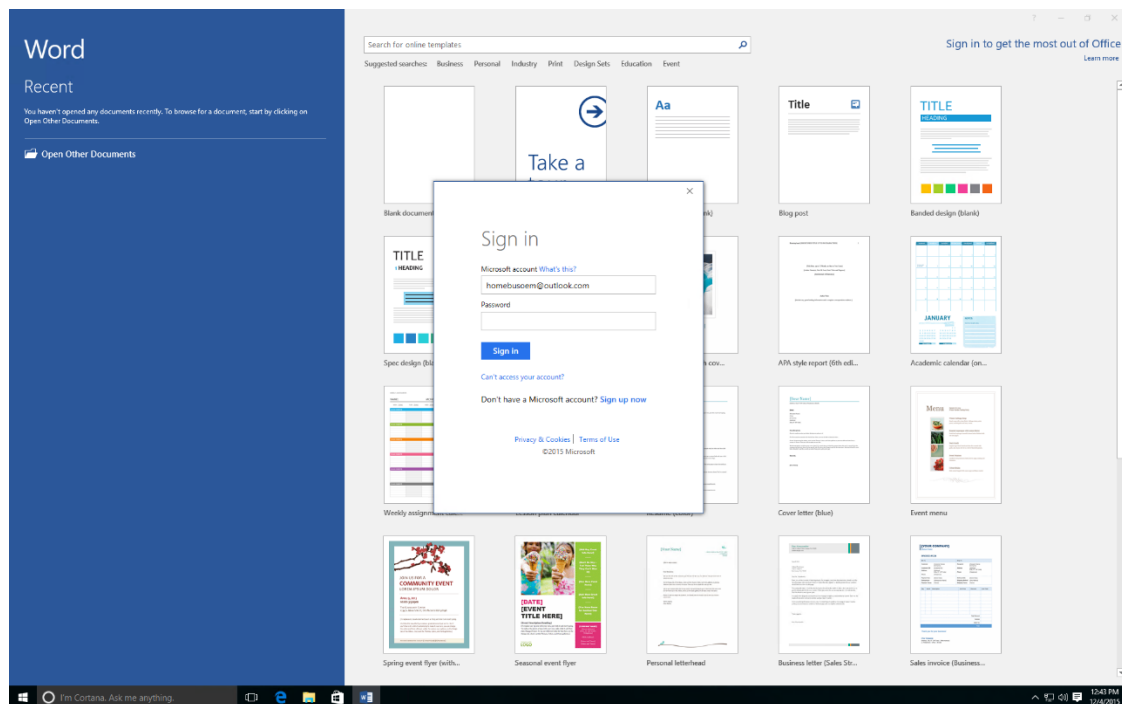


Figure 2.4

Follow the remaining prompts to finish the activation process.

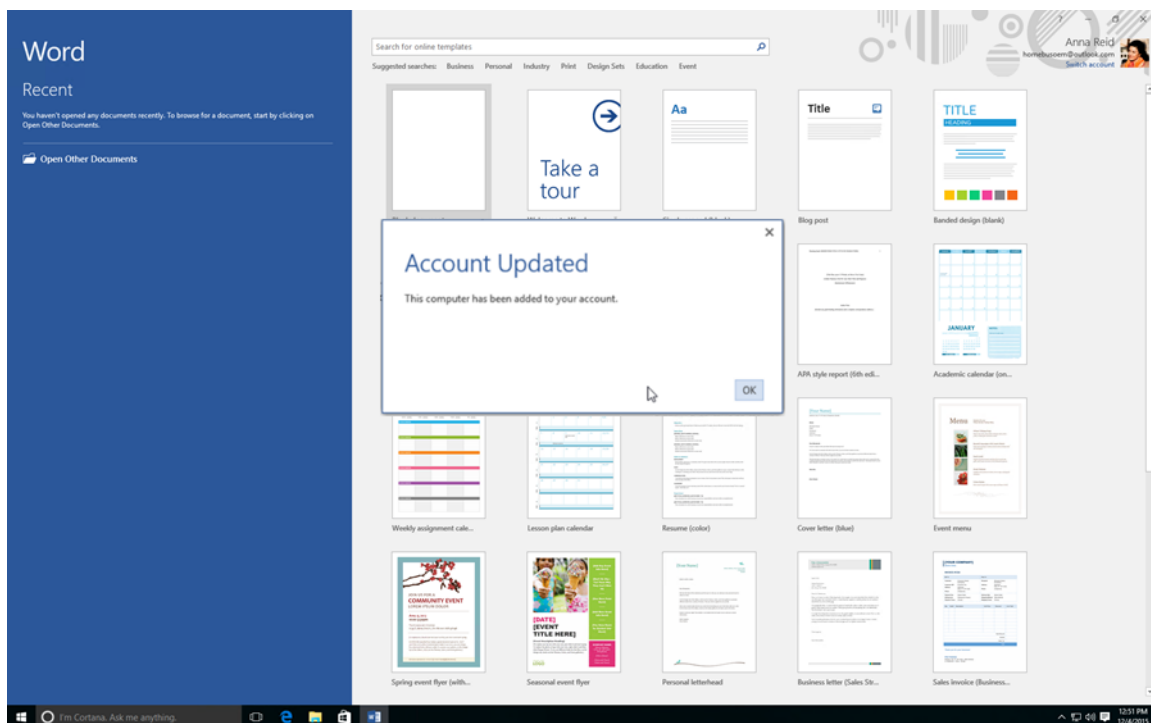


Figure 2.5



Ensure that the end user accepts the Office License agreement as the final step.

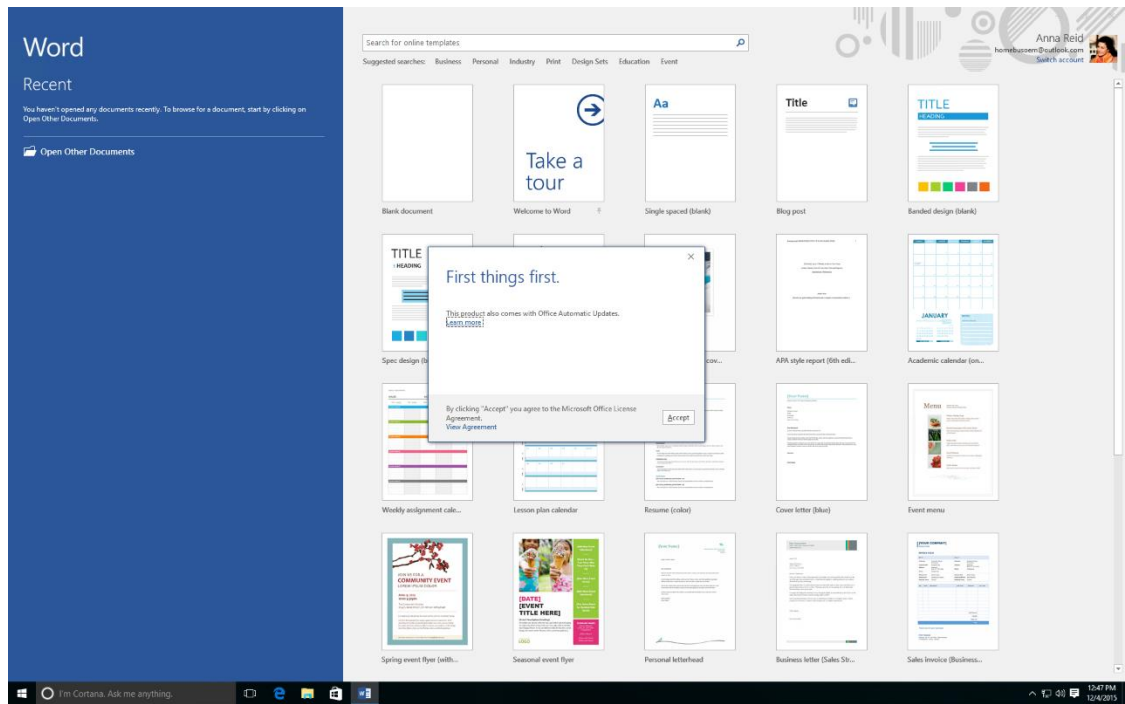


Figure 2.6

Office is now fully activated and ready to use.

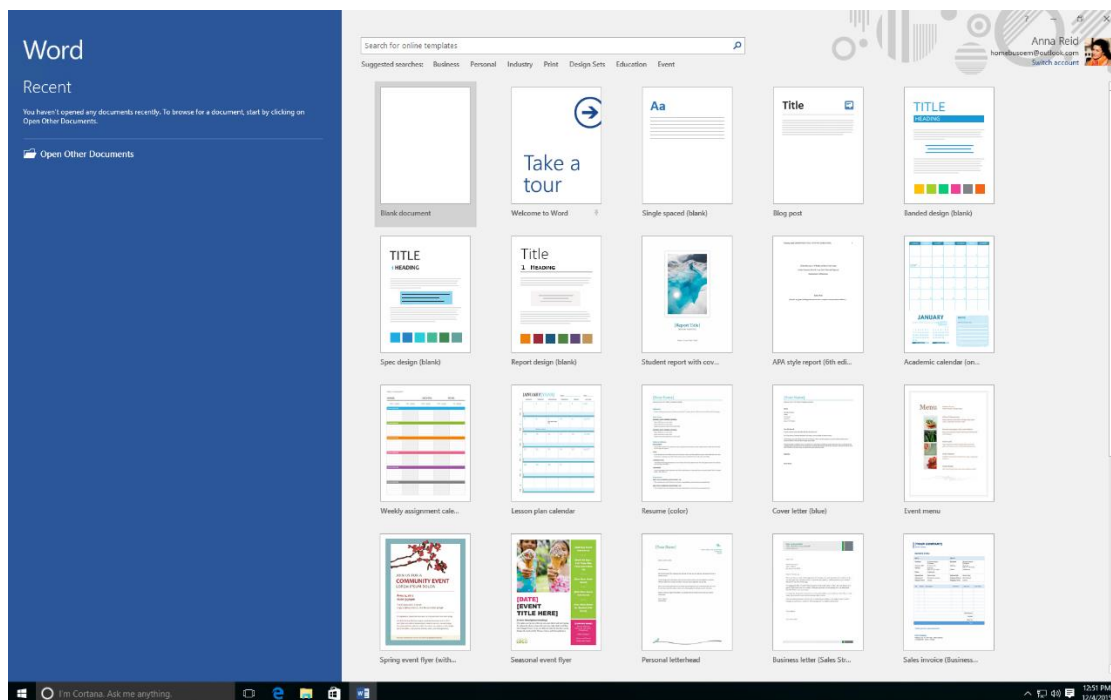


Figure 2.7



Office is now fully activated and ready to use. **IMPORTANT: Ensure the end user saves his or her Microsoft account email and password in a safe place for future reference.** The Microsoft account will be the key to accessing their online Office services and future re-installations of Office.

How does the end user reinstall Office?

To reinstall Office, the end user will need to go online to <http://office.com/MyAccount> and sign in with the Microsoft account associated with their Office suite or subscription.

If you reinstall Office 2016 on the same PC while connected to the Internet, activation will happen in the background. The Activation Wizard will appear only if you've made significant changes to the hardware on the PC.

Additional Microsoft Resources

| | |
|---|---|
| OEM Partner Center | http://www.microsoft.com/oem/en/pages/index.aspx |
| OEM Training Zone | http://www.oemtrainingzone.com/Pages/resources.aspx |
| MyOEM | https://myoem.microsoft.com/ |
| Office.com | http://www.office.com |
| Office product information | http://office.microsoft.com/en-us/pc/office-products-b-FX104054518.aspx?CTT=97 |
| Office product support | http://office.microsoft.com/en-us/support/?CTT=97 |
| Office download, install, setup, and activate Office 365 Subscriptions or Office 2016 suites | http://office.microsoft.com/en-us/support/download-install-upgrade-activate-FX104030054.aspx |
| Office news blog | http://blogs.office.com/b/office-news/ |